

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB241 Water Service Supervisor
POSITION #/TITLE: 1690 Water Service Supervisor	Adopted: 07-97
	Revised: 05-14

POSITION DESCRIPTION

Dept /Division: Utilities/Water	Manager Level: Supervisor
Salary Plan/Description: NBU/Non-Bargaining Unit	Salary Grade: 10
Reports To Position #/Job Code #/JC Title: 1689/NB240/Water Service Manager	Dotted-line Reports To Position #/Job Code #/JC Title:
FLSA Status: Exempt	City Overtime Status (Employee Type): Non-Exempt (Exception Hourly)
Physical Demand Rating: Heavy	Work Environment: Uncontrolled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: Job fit assessment
Personal Protective Equipment: Eye, Face, Hand, Head, Reflective Vest, Foot, Hearing, Protective Clothing, Gas Monitor	

General Statement of Duties

Supervises the water meter maintenance, exchange and testing program, water meter reading and activities for the City's water utility; performs related work as required. Conducts cross-connection control inspections and recommends devices.

Distinguishing Features of the Class

Considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of Utility Service Representatives and Meter Readers.

Examples of Essential Work (Illustrative Only)

Plans, organizes and supervises the water meter maintenance, exchange, meter reading and testing activities of the City's water utility;
Coordinates annual, monthly and weekly work schedules and plans special projects with the Water Service Manager;
Establishes job priorities and time frames for meter servicing and meter reading staff;
Monitors completion of job assignments to ensure compliance with standards and instructions and revises job instructions and time frames as necessary;
Trains employees on equipment, task procedures, work standards and proper safety procedures;
Monitors budgetary activities for the meter reading and reporting programs and activities;
Develops strategies to maximize water metering reporting through technological and operational review of meter capabilities;
Supervises upload and download of meter readings and ensures data integrity for water utility billing software;
Develops commercial and residential meter routes and conducts field inspections to ensure compliance with water meter reading requirements;
Responds to public requests for water meter reading information, schedules re-reads and resolves problems;
Recommends isolation devices suitable for particular hazards and initiates compliance activities;
Conducts field inspections to ensure compliance with cross connection requirements;
Prepares work orders for service work and monitors service contractor's response, repairs and charges;

Conducts field inspections to ensure compliance with water metering requirements;
Responds to public requests for water meter problems, schedules repairs and recommends solutions;
Trains service representatives and meter readers and informs industrial, commercial and residential water users of computerized metering technology;
Prepares meter specifications, develops bid proposals and recommends contract awards;
Orders parts and maintains inventory;
Conducts timely performance reviews and monitors performance and staffing needs;
Performs all work duties and activities in accordance with City policies, procedures and safety practices;
Attends meetings, conferences and workshops;
Supports continuous process improvement initiatives;
Performs related work as required.

Required Knowledge and Abilities

Thorough knowledge of materials, practices, and techniques used in plumbing and backflow control;
Thorough knowledge of materials, methods, practices, and techniques used in water metering installation, maintenance and repair;
Thorough knowledge of materials, methods, practices and techniques used in water meter reading and reporting activities;
Thorough knowledge of the computer applications for water metering;
Ability to train, assign, motivate, supervise and evaluate the work of others;
Ability to communicate effectively and maintain working relationships with the Customer and General Services Manager, customer service personnel and operational staff, supervisory personnel, plumbers, industrial, commercial, residential water customers and the public both orally and in writing, using both technical and non-technical language;
Ability to prepare accurate and reliable reports containing flow and rate data and terminology, inventory data, findings, conclusions and recommendations;
Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
Ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Graduation from High School or GED; and
Considerable experience in utility metering installation, maintenance, meter reading and reporting; or
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Required Special Qualifications

Valid Iowa Driver's License.
Possession of a State of Iowa Backflow Prevention Assembly Tester certification within six months of appointment.
State of Iowa Grade 1 Water Distribution or Water Treatment license within 12 months of hire.

Essential Physical Abilities

Requires the following, with or without reasonable accommodation:
Sufficient clarity of speech and hearing, -which permits the employee to communicate effectively;
Sufficient vision, which permits the employee to review metering information and monitor installation of metering devices;
Sufficient manual dexterity, which permits the employee to operate computer equipment and tools used in the installation of water metering devices;
Sufficient personal mobility, which permits the employee to monitor office operations and inspect metering repairs and installations.